SERVING QUALIFIED CUSTOMERS

Iowa
Department
of
Human Services

OVERVIEW

This chapter covers policy and procedures for:

♦ The assignment of child support on public assistance cases,
♦ Accepting applications for child support enforcement services,
♦ Cooperation of the public assistance (PA) and non-public assistance (NPA) customer,
♦ Continuation of child support services, and
♦ Transferring cases.

The policies explained in this chapter are based on state and federal regulations and state administrative rules.

ASSIGNMENT OF CHILD SUPPORT ON PA CASES

As a condition of eligibility for assistance, each applicant for or recipient of public assistance benefits shall assign to the state any rights to support from any other person. For the Family Investment Program (FIP) and the Medicaid program, the assignment is a part of the application form. Applicants assign support by completing and signing the application. For foster care, the assignment is a manual process.

Family Investment Program Customers

For recipients of Family Investment Program benefits, the assignment includes:

♦ All rights to support payments in the recipient's own behalf or on behalf of the children for whom assistance is received, and

♦ All rights to support payments that have accrued when the assignment is executed.

Foster Care Customers

For foster care, the assignment includes all rights to support payments in the child's own behalf or on behalf of the child for whom assistance is received. The assignment is:

♦ Effective only for the period of time the child is in foster care, and
♦ Support accrued to the payee before the child's placement in foster care is <u>not</u> assigned.

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Medicaid Customers

For Medicaid, including persons receiving Family Investment Program benefits, Medicaid only, or foster care Medicaid:

♦   The assignment includes all rights to cash medical support payments when included in a court or administrative order.

♦   The assignment is effective only for the period of time the recipient is deemed eligible for Medicaid.

♦   Medical support accrued to the recipient before eligibility for Medicaid is <u>not</u> assigned.

♦   The assignment includes payment for medical care from any third party.

ACCEPTING APPLICATIONS ON NPA CASES

Legal reference: 45 CFR 302.33
                         Iowa Code Chapter 252 B
                         441 IAC 95.2(252B)

Federal regulations, state law, and administrative rules require the Child Support Recovery Unit (the Unit) to allow persons not receiving Family Investment Program (FIP) assistance access to the same services that persons receiving FIP benefits receive regarding the establishment, enforcement and modification of child support orders. To receive those services, the non-public assistance (NPA) customer must apply for child support services from the Unit and pay a fee.

Application for Non-Public Assistance Services

Legal reference: 441 IAC 95.2(4)

Any party with a legal interest in a child support case may request enforcement services from the Unit. Interested parties include the obligee, the obligor, a caretaker, or an attorney who represents any of these parties. The party with a legal interest may request an application, form 470-0188, *Application for Nonassistance Support Services*, from any DHS office.

Note: An applicant who has more than one noncustodial parent or alleged father must complete an NPA application for each.

There is no residency requirement for the person submitting an NPA application. For example, an obligee living in Illinois may apply for NPA services from the state of Iowa.

All requests for form 470-0188 received by the Unit are tracked and monitored via the *NPA Application Tracking Log*. See 9-H-Appendix for an example of this log.

The application lists various services provided by the Unit and includes the fees associated with each. Applicants are subject to all services provided by the Unit. They cannot choose only certain services. The NPA applicant may be required to pay these fees for services provided.

If NPA services are canceled either involuntarily or by request, a party may reapply for services by completing a new application and paying the fee.

Mailing the Application

Within five working days of receiving a request for an application, mail the applicant the following forms:

♦ 470-0188, *Application for Nonassistance Support Services*
♦ 470-3514, *Court Order Request Letter*
♦ 470-3975, *Information Regarding Automatic Deposit of Child Support Payments*
♦ 470-2612, *Authorization for Direct Deposit*

Before mailing the forms, enter the name of the office mailing the application, the date of the request, and the date the application was mailed on the form itself.

Form 470-3514, *Court Order Request Letter*, is found under the CASE process code on the FORMLIST screen in ICAR. Since you do not have a case yet, you cannot generate this form through the FORMOSEL screen.

Form 470-3975, *Information Regarding Automatic Deposit of Child Support Payments*, is found under the CASE process code on the FORMLIST screen in ICAR. Since you do not have a case yet, you cannot generate this form through the FORMOSEL screen.

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Form 470-2612, *Authorization for Direct Deposit*, is either a carbon copy form found in your office. If you do not have a supply of these forms on hand, you can find a copy of the form under the CASE process code on the FORMLIST screen in ICAR. Since you do not have a case yet, you cannot generate this form through the FORMOSEL screen.

Application Tracking Log

Federal regulations require states to track all requests for NPA applications. Each Unit office, Foster Care Recovery Unit (FCRU), Collection Service Center (CSC), and Specialized Customer Service Unit (SCSU) must record requests for NPA applications on form 470-3399, *NPA Application Tracking Log.* For auditing purposes, the completed log sheets must be retained for three years.

Logs for all offices are stored in the DHS network. Access the *NPA Application Tracking Log* for your office using the following path:

HOOVR3S2\CSRU.772\NPA APPS\(office name)(npalog.doc)

Enter the following information in the *NPA Application Tracking Log*:

♦ The name of the applicant in the last, first, middle initial format,
♦ The address of the applicant,
♦ The date the application was requested, and
♦ The date the application was mailed.

The DATE REQUESTED, DATE SENT and DATE RECEIVED areas correspond to the areas on the form 470-0188, *Application for Nonassistance Support Services*, and on the ICAR screen.

Each month the case set-up specialist in each office is responsible for creating a new NPA log for the office. Keep logs on the NPA-APPS share for three months. Keep printed copies of all logs for a minimum of three years.

The Unit Receives Application

Legal reference: 441 IAC 95.2(4)

The applicant completes the application, signs it, and returns it to the Unit with a $25 application fee. Review the application upon receipt.

Note: An applicant who is a caretaker may complete an application for each parent of the child and submit a $25 application fee for each application.

Complete Applications

If the application is complete and the fee is enclosed, proceed as follows:

♦ Record the date the application was received in the proper place on the form and on the *NPA Application Tracking Log*.

♦ Write a receipt for the application fee.

♦ Send the application fee, the yellow copy of the receipt, and the complete direct deposit application to the Collection Services Center at this address: Bureau of Collections, Fees Clerk, P.O. Box 9243, Des Moines, IA 50306-9243.

♦ Give the application and any other documents that were provided to the case set-up person in your office, if different from the person accepting the application.

♦ If the case was previously paid through an Iowa clerk of court, send form 470-2547, *Notice of Application for IV-D Services*, to the clerk of court.

♦ If the case was previously paid through another state's state disbursement unit (SDU), send form 470-3469, *Child Support Enforcement Transmittal # 1 – Initial Request*, to that state's central registry.

See 9-E, *CASE SETUP*, for information on how to set up a new case on ICAR.

Incomplete Applications

If the application is incomplete, lacks a signature or pertinent information, or the fee was not submitted, return the application and any attachments to the applicant.

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Include form 470-3485, *Incomplete Non-Assistance Support Application*, in the returned packet to advise the applicant of the correction required. Form 470-3485 is found under the CASE process code on the FORMLIST screen on ICAR. Since you do not have a case, you cannot generate this form through the FORMOSEL screen.

Refund of Fees

When the Unit charges fees in error, the money is refunded to the person who paid the fee. Before the Unit refunds any fees, the case must clearly reflect the receipt of the fees.

| To refund fees, complete form GAX, *General Accounting Expenditure*, and submit it to the Collection Services Center accounting supervisor for processing. See 11-W, *SPECIAL ABSTRACTS AND REFUNDS*, for more information.

COOPERATION OF THE CUSTOMER

Legal reference: Iowa Code section 252B.3

The Unit is responsible for determining whether or not the custodial parent is cooperating. Recipients of the Unit services are required to cooperate in securing support and establishing paternity. Cooperation is defined as including the following actions:

♦ Providing verbal or written information or documentary evidence known to, possessed by or reasonably obtained by the applicant or recipient that is needed by the Unit to establish or enforce a support obligation.

♦ Appearing as a witness at judicial or other hearings or proceedings, as required.

♦ Completing and signing documents determined to be necessary by the state's attorney for any relevant judicial or administrative process.

♦ Taking other actions as may be necessary to secure or enforce a support obligation.

♦ Paying to the Department any cash support payments or medical care funds received that are covered by the assignment of rights.

♦ Providing information or attesting to the lack of information, under penalty of perjury.

♦ For non-public assistance recipients, payment of required fees.

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Family Investment Program and Foster Care Customers

As a condition of eligibility for FIP, the recipient must cooperate with the Unit to secure support and to establish paternity for children receiving assistance, except when good cause for refusal to cooperate is claimed or established. For addition information, see Good Cause for Refusal to Cooperate.

The recipient is required to cooperate by providing information relative to the following objectives or otherwise cooperate in attaining these objectives:

♦ Identifying and locating the parent of the child for whom assistance is claimed.

♦ Establishing the paternity of a child born out of wedlock for whom assistance is claimed.

♦ Obtaining child support orders.

♦ Obtaining support payments.

♦ Obtaining any other payments or property due the recipient or child.

The Unit workers use the NONCOOPERATION field on the PAYEE screen to communicate with income maintenance (IM) workers regarding the cooperation status of the custodial parent. Although the Unit worker determines the current cooperation status, the income maintenance worker is responsible for imposing sanctions. For more information, see ICAR Noncooperation Codes.

A referral for noncooperation remains in place, even if the custodial parent terminates assistance. If the custodial parent re-applies for assistance, the income maintenance worker will either sanction the new grants based upon the noncooperation or confirm with you if noncooperation is still an issue with the custodial parent.

If the custodial parent cooperates after leaving assistance, make sure to update the noncooperation field on the PAYEE screen, so the income maintenance worker has accurate information for any new application that the custodial parent may file. See Instructions for Designating Payee as Cooperative for more information.

Custodial Parents in Mothers and Children Referrals

If the recipient receives services under the Mothers and Children Medicaid program (MAC), the custodial parent is not required to cooperate with the Unit for the establishment of paternity and support until 60 days after the birth of the child.

If the custodial parent on your case receives assistance under the MAC program, set a calendar flag for the approximate due date of the child to verify the birth of the child. If the child has not been born, set a review flag for at least two more weeks to again verify the birth of the child.

Once the birth date of the child is known, set a calendar flag for 60 days to begin the appropriate establishment process.

Non-Public Assistance Customers

Certain aspects of noncooperation are less well defined when working with non-public assistance (NPA) cases. Some examples are:

♦ Private attorneys
♦ Private collection agencies
♦ Payment of fees

Private Attorneys

Cooperation issues on NPA cases may be complicated by the employment of a private attorney to provide support-related services while the Unit is also involved in establishment or enforcement of the case.

Regardless of the action by the private attorney, the Unit may not terminate services for reasons of noncooperation, unless an action by the custodial parent is essential for the next step in providing services.

Following are some examples that illustrate if noncooperation exists on an NPA case:

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1. A custodial parent hires a private attorney and does not report this to the Unit. The Unit learns of the attorney's involvement when the private attorney contacts the Unit while working on a contempt action.

   Failure to report the hiring of a private attorney is not grounds for noncooperation. The Unit may wish to contact the recipient to determine whether the recipient wants to discontinue the Unit's services.

2. An NPA customer has a private attorney, but does not want the Unit to discontinue services. The Unit pursues a contempt action and the noncustodial parent claims to have made payments directly to the custodial parent. The Unit requests that the custodial parent come into the office to confirm or deny the allegation, but the custodial parent fails to appear.

   Appearing and providing information is a cooperation requirement. A response by the custodial parent is essential for the next step in the contempt action. Begin the process to terminate services to the custodial parent, but continue enforcement of arrearages.

3. The Unit initiates mandatory income withholding for current support and arrears. The custodial parent hires a private attorney to garnish the noncustodial parent's pay for a higher amount.

   This is not noncooperation. While the garnishment action may create a conflict between the Unit, the employer, the obligor, and the court, the existence of a conflict does not preclude the Unit from taking the next step in providing services.

4. An NPA customer hires a private attorney to do a garnishment on arrears. The noncustodial parent pays the total amount directly to the custodial parent, including the amount assigned to the state. The Unit subsequently offsets the noncustodial parent's federal income tax return.

   While acceptance of direct payments is in conflict with the Iowa Code, the direct payment is considered a gift. Do not terminate services to the custodial parent, nor cease action to collect arrearages.

5. The custodial parent and noncustodial parent make an agreement through their private attorneys to satisfy the arrears, including the amount assigned to the state. The custodial parent is given a lump-sum payment and the remainder is satisfied. All payments are directed to the custodial parent.

Since money is due the state, payments must continue to come through the Collection Services Center. The Unit should file a motion to set aside the order, but may not terminate enforcement services to the custodial parent.

6. The custodial parent has a private attorney complete a modification that orders payment back to the clerk and also does an income withholding order that is sent to the employer. The income withholding order overlays the Unit's mandatory income withholding, directing payment to two different places.

    File a motion to correct the order to redirect the support payments to the Collection Services Center. Do not terminate services to the custodial parent.

7. The Unit has a contempt action in process and learns from the custodial parent's attorney that the attorney has also filed a contempt action for nonpayment of support.

    The Unit should continue its contempt action and review the case after the private action is completed. Private contempt action is not grounds for cancellation due to noncooperation.

Note: Federal regulations are silent on the issue of noncooperation of an NPA customer. Therefore, the local Unit offices may follow different procedures. Check with your supervisor on how your office handles noncooperation of NPA recipients.

Private Collection Agency

NPA recipients may choose to contract with a private collection agency for collection services while maintaining an active case with the Unit. Using a private agency is not considered noncooperation.

If the custodial parent notifies the Unit that a private agency has been retained, advise the custodial parent that payments must continue to come through the Collection Services Center. Amounts received by the Collection Services Center will be credited to the noncustodial parent in full, even though the collection agency requires a contingency fee from the payments.

Do not make the collection agency the payee for the case. However, upon the custodial parent's verbal or written request, change the custodial parent's address to that of the private collection agency.

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COOPERATION OF THE CUSTOMER

Non-Public Assistance Customers

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Payment of Fees

NPA customers are required to pay the application fee before services are provided. When an application fee is paid by check, and the check is returned by the financial institution due to insufficient funds, repayment of the fee is an element of cooperation.

ICAR Noncooperation Codes

The Unit and the income maintenance worker exchange information about the status of a client's noncooperation via entry of specific codes on ICAR and REFER. ICAR displays the codes in the NONCOOPERATION field on the PAYEE screen. Due to a change in the penalties for noncooperation for FIP and Medicaid, the following codes are accepted:

♦ R, 4, 0.
♦ 6, 7, I.

Note: ICAR no longer accepts entries of 1, 2, 3, or 5.

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D479HCO1              IOWA COLLECTION AND REPORTING SYSTEM       DATE: 01/18/02
                              -- PAYEE --                        TIME: 08:12:11
                                           DRI:          FVI:
CASE NUMBER.......:        PAYEE ID NUMBER.: OOOOOOO  ICIS CASE:..:
NONCOOPERATION....:        GOOD CAUSE......:           CARETAKER?..:
NAME (LFMS)......:                  :          :            :          :
BANKRUPTCY (Y/N) AND CHAPTER:                    NPA REQUESTS MS ENF.:
MAIL ADDR LN 1....:                              MEDICAID MS ENF ONLY:
MAIL ADDR LN 2....:                              UNXREF(Y/N):
CITY/STATE/ZIP....:                 :     :      ICIS PIN NBR:
COUNTRY...........:                  GEN STATUS:     SIGNATURE ID:
PHONE NUMBER......: OOO OOO OOOO    PHONE EXTENSION...:       REPAY:
BIRTHDATE.........: OO OO OOOO      SEX (F/M).........:        SSI:
CNTY OF RESIDENCE.:                SSN...............:
STATE I.D.........:                NOTIFICATION SENT.: OO OO OOOO
CURRENT ACCT TYPE.:                CURRENT START DATE: OO OO OOOO
NEXT ACCT TYPE....:                NEXT START DATE...: OO OO OOOO
COMMENTS:


PF3=MODIFY, PF4=DELETE ADDR, PF5=INQUIRY, PF6=PAYEE2
PF12=XREF VERIFICATION
NEXT SCREEN:            NOTES:
PLEASE ENTER CASE NUMBER AND PRESS PF5
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Entries for Account Types 11, 12, and 18

For a case with an account type of 11, 12, or 18, enter an "R" in the NONCOOPERATION field on the PAYEE screen to refer the payee to the income maintenance worker for failing to do one or more actions required to establish or enforce a support obligation.

When you enter "R" in the NONCOOPERATION field, ICAR issues a narrative (CASE 65) and displays form 470-3400, *Notice of Possible Sanction: Noncooperation with Child Support Program*. Complete the form, selecting the reasons for the noncooperation referral and mail the form to the payee. A narrative (CASE 387) issues stating form 470-3400 was generated.

Three calendar flags issue at intervals when you enter an "R" in the NONCOOPERATION field. They are calendar flag (CASE 32), (CASE 151) and (CASE 152). The first flag prompts you to check on a response from the IM worker 45 days after the referral. The other two flags issue at 90 and 180 days prompting you to determine whether the payee has cooperated.

After reviewing the case, see <u>Instructions for Designating Payee as Cooperative</u> if you find that the payee has cooperated with the Unit.

Entries for Account Types 14, 15, and 19

Enter an "I" in the NONCOOPERATION field on the PAYEE screen when the referring state notifies you, through the appropriate channels, that the payee failed to do one or more actions required to establish or enforce a support obligation. The Unit uses the "I" code **only** for account types 14, 15, and 19.

Note: Entering an "I" does <u>not</u> cause form 470-3400, *Notice of Possible Sanction: Noncooperation with Child Support Program*, to generate, because the referring state determines the reason for the noncooperation.

When you enter an "I" in the NONCOOPERATION field, ICAR issues a narrative (CASE 297) stating that the referring state found the payee non-cooperative and the reason for that finding.

Two calendar flags issue at intervals when you enter an "I" in the NONCOOPERATION field. They are (CASE 151) and (CASE 152). These flags issue at 90 and 180 days prompting you to determine whether the payee has cooperated.

When the calendar flags issue, contact the referring state agency to ascertain if the payee has cooperated. See Instructions for Designating Payee as Cooperative if the payee has cooperated.

Entries for Account Types 10, 13, 16, and 17

ICAR does not accept entries in the NONCOOPERATION field on the PAYEE screen for cases with account types 10, 13, 16, or 17.

Entries Made by the Income Maintenance Worker

After the Unit refers the payee to the income maintenance (IM) worker for noncooperation, the IM worker enters one of the following codes to indicate the current status of the noncooperation sanction. The codes display in the NONCOOPERATION field on the PAYEE screen. The codes are:

4 Payee is not cooperating with the Unit. The IM worker reduced the payee's FIP grant by 25%. Calendar flag (REFER 82) issues; but requires no action by the Unit worker.

6 Payee is now cooperating with the Unit. The IM worker removed the 25% FIP grant reduction beginning with the current calendar month's benefits. Narrative (REFER 54) issues recording this status.

7 Payee is now cooperating with the Unit. The IM worker removed the 25% FIP grant reduction beginning with the next calendar month's benefits. Narrative (REFER 55) issues recording this status.

Help text is available on the NONCOOPERATION field on the PAYEE screen by pressing the PF1 key.

Instructions for Designating Payee as Cooperative

Once a payee has taken the required action on the case, enter a zero in the NONCOOPERATION field of the PAYEE screen.

ICAR issues narrative (CASE 111) stating the payee was removed from noncooperation status and the reason for the removal. ICAR also sends a worker action report (WAR) message to the IM worker indicating that the payee has been removed from noncooperation.

The IM worker then sends the Unit either the "6" or "7" code as described above, to indicate what month the recipient's grant reduction is removed. This code displays in the NONCOOPERATION field on the PAYEE screen.

Good Cause for Refusal to Cooperate

Legal reference: 42 CFR 433.147; 45 CFR 232.41
                        Code of Iowa Section 239.5
                        441 IAC 41.22(8) and 75.14(3)

Federal law allows the Unit to treat "good cause" cases differently from other child support cases. The IM worker determines if the recipient has reasons for not cooperating with the Unit.

The Unit may only enter an "R" in the GOOD CAUSE field on the PAYEE screen to refer the payee to IM for determination of good cause. Other entries for this field are:

A   IM worker enters to grant good cause indicating the Unit should <u>not</u> pursue the case.

C   IM worker enters to grant good cause but the Unit may still pursue the case to the extent possible without the recipient's cooperation.

D   IM worker enters to deny the good cause claim. The Unit may pursue the case.

P   IM worker enters to indicate the good cause claim is being researched. The Unit takes no action on the case until the good cause determination is made.

N   Indicates that good cause has never been an issue on the case. "N" is the default value for this field.

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COOPERATION OF THE CUSTOMER
Good Cause for Refusal to Cooperate
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Good cause exists when the IM worker determines that cooperation is against the child's best interest because:

♦ It may result in physical or emotional harm to the child for whom support is sought; or

♦ It may result in physical or emotional harm to the parent or caretaker relative with whom the child is living, which would reduce the person's capacity to care for the child adequately; or

♦ One of the following circumstances exists:

  • The child for whom support is sought was conceived as a result of incest or forcible rape.

  • Legal proceedings for the adoption of the child are pending before a court.

  • The recipient is currently being assisted by a public or private social agency to resolve the issue of whether to keep the child or relinquish the child for adoption, and the discussions have not continued for more than three months.

Disclosure Risk Indicator

The disclosure risk indicator (DRI) and family violence indicator (FVI) are markers used by the state of Iowa to indicate the possibility of domestic violence involving one or more of the people on a child support case.

The disclosure risk indicator alerts workers when a case participant meets Iowa's legal criteria to be considered at risk. The disclosure risk indicator is displayed in the DRI: field on a number of case screens including the PAYEE screen.

At the federal level, the family violence risk indicator designates a risk reported by the Federal Case Registry. The family violence risk indicator is displayed in the FVI: field on a number of case screens, including the PAYEE screen.

State and federal statutes require the Unit to take <u>additional safeguards</u> to keep DRI and FVI case address information confidential as the case is worked, and in response to all requests for release of information.

A case may have a disclosure risk indicator for the following reasons:

♦ There is a protective order against a person on the case with respect to another person on the case.

♦ There is a founded allegation of child abuse against a person on the case with respect to a child on the case.

♦ A "good cause" indicator of "A" or "C" on the case.

  Note: If a person has a DRI flag because of "good cause," the case is treated differently from other DRI cases. How the Unit treats the case depends on the type of "good cause" determined by the IM worker. For more information, see Good Cause for Refusal to Cooperate.

♦ An order by a court in Iowa that an address for a person on the case may not be disclosed for UIFSA purposes.

♦ A determination in another state that a disclosure risk comparable to any of the above risk indicators exists.

♦ A court order dismissing a petition for the disclosure of information.

See 9-A, *GENERAL PROGRAM INFORMATION*, for more information on the confidentiality process.

CONTINUATION OF CHILD SUPPORT SERVICES

Legal reference: 45 CFR 302.33(a)
                        441 IAC 96.10(252B)

The Unit continues to provide the full range of support enforcement services to people whose FIP, foster care, or Medicaid benefits have been terminated. Form 470-1981, *Request to Stop Support Services*, automatically generates and mails to the payee five days after the effective date of cancellation of public assistance. This notice:

♦ Explains the services the Unit provides and the fees associated with receiving those services, and

♦ Informs the payee that enforcement services continue until the recipient notifies the Unit otherwise.

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The Unit remains responsible for enforcement on any case with a public assistance balance, even when the recipient has requested cancellation of services.

Sending the Notice of Continued Support Services

ICAR automatically generates form 470-1981, *Request to Stop Support Services*, when:

♦ The REFER process changes the case account type from an 11 (FIP) or 18 (Medicaid) to a 12 (NPA); or

♦ You make on-line changes to the case account type on the CHILD screen as follows:

- The case account type is an 11 and you change it to a 12. This happens when you modify the current account type of the last child receiving FIP from 11 to 12 and no other children on the case have an account type 18

- The case account type is an 18 and you change it to a 12. This happens when you modify the current account type of the last child receiving Medicaid from 18 to 12 and no other children on the case have an account type 11.

Note: The hierarchy for the case account type is 11, 18, 12, 14, 19, 15, and 17. The case account type for children who have a foster care current account type is 17. Do <u>not</u> confuse this hierarchy with the account type hierarchy used in distributing collections. They are two separate hierarchies. See the <u>9-H-Appendix</u> for more detailed information.

Modifying the CHILD screen

Pressing PF3 to modify the child's current account type changes the case account type to the entry you made. If the new account type is 12, the following prompt displays on the CHILD screen:

"DOES THIS CASE NEED TO HAVE A CONT. SERVICE NOTICE SENT? ENTER 'Y' OR 'N'"

This prompt does <u>not</u> display if:

♦ The change you are making does not result in the case account type changing to a 12, or

♦ The account type is changed to a 12 from 14, 15, 17, or 19.

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D479HC06              IOWA COLLECTION AND REPORTING SYSTEM          DATE: 01/18/02
                                CHILD                              TIME: 08:16:35
                         DISABILITY:      DRI:              FVI:
CASE NUMBER.......:              FC IABC CASE NUMBER...:              CT?
CHILD RESIDES WITH PAYEE...:    FACS ID...............:              UNXREF?:
B/C NO....:   -                 VERIFY BIRTH INFO:      REQT BIRTH CERT:
NAME (LFMS).......:                    :              :              :
SEX (F/M).........:             RELATIONSHIP..........:
SSN...............:                                       ASSIGN/TERM:
CNTY OF RESIDENCE.:             STATE OF BIRTH........:            CNTY:
BIRTHDATE.........: 00 00 0000  EMANC. DATE...........: 00 00 0000   LTR:
EMANC. CHANGE TYPE:             EMANC. FLAG (Y/N).....: N    SCHOOL:
STATE ID..........:             BIRTH FACILITY........:   -      SSI:
CURRENT ACCT TYPE.:             CURRENT START DATE....: 00 00 0000
NEXT ACCT TYPE....:             NEXT START DATE.......: 00 00 0000
FCRU CASE WORKER..:             EMAN RETURN:          : 00 00 0000
GEN CONT. SERVICE.:      CORRECTION FLAG:     CORRECTION START DATE
BORN OUT OF WEDLCK:             PATERNITY ESTABLISHED.:    00 00 0000 HOW:
COMMENTS:                                       CORRECTION RUN DATE


F2=ADD, F3=MOD, F4=DEL, F5=INQ, F6=CHILD2, F7=BCK, F8=FWR, F9=REFSH, F10=PATAFF
NEXT SCREEN:          NOTES:
F12=XREFVER      PLEASE ENTER CASE NUMBER
```

The cursor automatically moves to the GEN CONT. SERVICE field of the CHILD screen. If you need to send the notice, enter a "Y" in this field. If you have already sent a notice for the case, enter an "N" in this field.

Press PF3 twice. This completes the data modification.

Note: The GEN CONT. SERVICE field does not retain the "Y" or "N" once you have gone to another screen or another case. However, ICAR has stored your request in a file.

Mailing The Notice

ICAR reads the stored file during the third week of each month when the notices generate. The NARRCASE screen displays a narrative (CASE 11) informing you ICAR sent a continued service notice for the case.

If ICAR has no verified address for the payee, the notice is not sent. A narrative (CASE 122) documents the reason the notice was not sent.

Iowa Department of Human Services   **CONTINUATION OF CHILD SUPPORT SERVICES**
Title 9 Child Support and Administration   **Sending the Notice of Continued Support Services**
Chapter H Serving Qualified Customers   April 15, 2003

Multiple ICAR Cases

When a payee has more than one case, a notice generates for each case that meets the criteria. For each case that changes from account type 11 or 18 to an account type 12, the custodial parent receives a separate form 470-1981, *Request to Stop Support Services*.

Exception Preventing a Notice Being Sent

Form 470-1981 is <u>not</u> sent even if you request a notice, if any of the following conditions exists:

♦ The case account type changed to a type other than 12,
♦ The case was closed,
♦ The case became inactive,
♦ The case is in hold, or
♦ The case is subject to "good cause".

Note: No narrative issues for any of these five conditions.

If the condition that prevents ICAR from generating form 470-1981 is reversed before the notices are sent for the month, the notice is sent. If the condition is reversed after the notices are sent, you must send another request to the file.

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1. You manually change the case account type for a case from 11 to 12 on April 1 and request that a form 470-1981 be sent to the payee. On April 5, the REFER process changes the account type to 18. On April 12, the REFER process changes the account type back to 12.

   When ICAR generates the notices on April 21, a notice generates for this case because the account type was changed back to a 12 before the batch process was accomplished.

2. On April 1, you manually change the account type for a case from 11 to 12 and request that a form 470-1981 be sent to the payee. On April 5, the REFER process changes the account type to 18. On May 1, the REFER process changes the account type back to 12.

   When ICAR generates the notices on April 21, a notice does <u>not</u> generate for this case because the account type was not a 12 when the batch process ran. You must again request generation of the notice from the CHILD screen.

CONTINUATION OF CHILD SUPPORT SERVICES   Iowa Department of Human Services
Sending the Notice of Continued Support Services   **Title 9** Child Support and Administration
Revised May 30, 2008   **Chapter H** Serving Qualified Customers

Notices for Cases in Hold

If a case changes from 11 to 12 while still in hold status, ICAR automatically sends the requests for notices to the file, provided that the previous case account types were 11 or 18 when you activated the case. You do <u>not</u> need to enter a "Y" in the GEN CONT. SERVICE field on the CHILD screen.

Notices for Cases With "Good Cause"

If the code in the GOOD CAUSE field of the PAYEE screen is "C," "P," "D," or "N," ICAR allows you to request a notice be sent to the payee. ICAR does **not** allow you to request a notice for a case that has an "A" or "R" code in the GOOD CAUSE field of the PAYEE screen. See Good Cause for Refusal to Cooperate for additional information.

TRANSFERRING CASES

The IV-D case file is located in the local office that serves the county where the court order is filed. For cases that are not currently housed in the local office where the court order is filed, transfer the case to the local office that serves the court order county when:

♦ A legal action starts. See Enforcement Cases.
♦ A party requests a review or administrative modification.
♦ ICAR selects the order for a TANF review.
♦ The payee or payor asks the Unit to transfer the case.

When appropriate, transfer the case within three working days. The receiving office must check the file to make sure the originating office sends all necessary documentation. On cases that share a common court order, if legal action starts on one case, transfer all cases to the office serving the court order county. It is possible that not all of a payee's cases will be in the same office.

Note: For information about handling cases when a payee, payor, or child moves in or out-of-state, see 9-K, *INTERSTATE CASE PROCESSING*.

Iowa Department of Human Services
Title 9 Child Support and Administration
Chapter H Serving Qualified Customers

TRANSFERRING CASES
Locations for Case Files
Revised May 30, 2008

Locations for Case Files

The location where the case file is housed is based on what process the case is in: establishment, enforcement, or interstate case. See the following sections for a description of the criteria to use in determining where the case file is located:

♦ Establishment case
♦ Enforcement case
♦ Interstate case

Establishment Cases

On an establishment case, open the case in the local office serving the county where the payee resides. If the payee moves to a different service area and:

♦ You have not started an establishment action, transfer the case to the local office serving the payee's new county of residence.

♦ You have started an establishment action and have obtained service of process, leave the case file in the office where the establishment action started.

♦ You have started an establishment action, but have not obtained service of process and nothing has been filed with the clerk of court (COC) (e.g., diligent searches), transfer the case to the local office serving the payee's new county of residence.

1. The payee moves and you have not started an establishment action.

   The payee lives in Jackson County (Clinton office). You have not started an establishment action, and there is no court order on the case. The payee moves to Harrison County (Council Bluffs office).

   Transfer the case from the Clinton office to the Council Bluffs office.

2. The payee moves, you have started an administrative establishment action, but have not obtained service of process.

    The payee lives in Jackson County (Clinton office). There is no court order on the case. You started an establishment action in Jackson County but have not obtained service of process (e.g., diligent search) and have not filed anything with the COC. The payee moves to Harrison County (Council Bluffs office).

    Transfer the case from the Clinton office to the Council Bluffs office, and ask that office to proceed with the establishment action.

3. The payee moves, you have started an administrative establishment action, and have obtained service of process.

    The payee lives in Jackson County (Clinton office). There is no court order on the case. You started the administrative establishment action in Jackson County and obtained service of process, but have not filed anything with the COC. The payee moves to Harrison County (Council Bluffs office).

    The Clinton office should finish the action unless the parties request a judicial review. The case file stays in the Clinton office, because you file the new order in Jackson County. However, if a party requests a judicial review, you must file the order in the county where the children lived at the time of the filing. In that case, transfer the case to the local office serving that county.

4. The payee moves, you have started an administrative paternity action, and have obtained service of process.

    The payee lives in Jackson County (Clinton office). You started an administrative paternity action, obtained service of process, and filed documents with the Jackson County COC. The payee moves to Crawford County (Carroll office).

    The case file stays in the Clinton office because you filed the documents in Jackson County. The case stays in Clinton for enforcement as well.

Iowa Department of Human Services   **TRANSFERRING CASES**
Title 9 Child Support and Administration   **Locations for Case Files**
Chapter H Serving Qualified Customers   Revised May 30, 2008

Enforcement Cases

Ultimately, the case file of enforcement cases should be permanently housed in the local office serving the county where the court order is filed.

Transfer enforcement cases to the local office serving the county where the court order is filed when:

♦ A legal action starts, such as:

- Judicial establishment;
- Enforcement;
- Modification;
- Filing of an administration paternity or support order;
- Suspension, satisfaction, or reinstatement;
- You receive a request for modification.

Note: Neither the legal filing of an income withholding order (IWO) nor a contempt consolidation meets the definition of a legal action for the purposes of case file transfer.

♦ ICAR selects an order for TANF review.

♦ There is a change of payee by operation of law (e.g., caretaker case).

♦ A party to the order requests the case be transferred to the court order county.
Note: This may happen rarely, but provide exceptional customer service to the parties when asked. Transfer the case file only once to the court order county.

1. The payee **moves** and has **multiple** cases.

   The payee lives in Jackson County (Clinton office) and is the payee on three cases in the Clinton office (three children with different fathers):

   ♦ Case 1: Court order in Clinton County
   ♦ Case 2: Court order in Polk County
   ♦ Case 3: No court order and no establishment action started.

The payee moves to Harrison County (Council Bluffs office). The location of the case files are as follows:

♦ Case 1: Stays in the Clinton office (Clinton County court order)

♦ Case 2: Stays in the Clinton office until a legal action starts or the case meets other file transfer criteria. Then, transfer the file to Des Moines office, since it is a Polk County order.

♦ Case 3: Transfer the case file to the Council Bluffs office to establish an order.

2.   The payee **moves** and has **multiple** cases.

The payee lives in Jackson County (Clinton office) and is the payee on three cases in the Clinton office (three children with different fathers):

♦ Case 1: Court order in Clinton County
♦ Case 2: Court order in Polk County
♦ Case 3: Alleged father/payor served with an administrative establishment notice.

The payee moves to Harrison County (Council Bluffs office). The location of the case files are as follows:

♦ Case 1: Stays in the Clinton office (Clinton County court order)

♦ Case 2: Stays in the Clinton office until a legal action starts or the case meets other file transfer criteria. Then, transfer the file to Des Moines office, since it is a Polk County order.

♦ Case 3: Administrative support action: The Clinton office should finish the administrative support action unless the parties request a judicial review. The case file then stays in the Clinton office, because the order is a Jackson County order. However, if a party requests a judicial review, file the order in the county where the children lived at the time of the filing. In that case, transfer the case to the local office serving that county.

Administrative paternity action: The case file stays in the Clinton office because the documents were filed in Jackson County. The case stays in the Clinton office for enforcement.

Iowa Department of Human Services   **TRANSFERRING CASES**
Title 9 Child Support and Administration   **Locations for Case Files**
Chapter H Serving Qualified Customers   Revised May 30, 2008

3. The payee **moves**, and the children live with a **caretaker**.

   The payee lives in Henry County (Burlington office). The children now live with a caretaker in Floyd County (Mason City office). A Carroll county order requires the children's father to pay $500 child support per month to the children's mother.

   You made a legal referral to redirect current support to the caretaker. There are arrears due the mother on the parent vs. parent case. The payee moves to Mitchell County (Mason City office) to be closer to her children.

   The case file stays in the Burlington office until a legal action starts or the case meets other file transfer criteria. If that happens, transfer the caretaker case and the parent vs. parent case to the Carroll office.

   Note: On cases that share a common order, transfer all cases if legal action starts on one case or one case meets other file transfer criteria. This includes caretaker cases where child support is redirected by operation of law.

4. The payee **moves** and has **multiple** orders on the case.

   The payee lives in Page County (Council Bluffs office). In 1990, the Unit files an administrative order in Taylor County (Council Bluffs office) ordering $250 child support per month. In 2002, the parties file a divorce decree in Worth County (Mason City office) ordering child support of $450 per month. The payee moves to Worth County (Mason City office) and you have started a contempt action.

   Since the Unit is enforcing the order with the higher support amount, transfer the case file with both orders to the Mason City office, as the administrative order may not have been ended by the divorce decree.

5. **Contempt** consolidation.

   The payor has three cases and lives in Polk County:

   ♦ Payee 1 lives in Woodbury County (Sioux City office) and has a Woodbury County order.
   ♦ Payee 2 lives in Webster County (Fort Dodge office) and has a Webster County order.
   ♦ Payee 3 lives in Carroll County (Carroll office) and has a Carroll County order.

   You do a contempt consolidation on all three cases. Iowa Code section 252B.25 requires that the contempt action take place in Polk County, where the payor lives.

TRANSFERRING CASES
Locations for Case Files
May 30, 2008

Iowa Department of Human Services
Title 9 Child Support and Administration
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Do not transfer the case files to the Des Moines office, because the actual judgments are not transferred to Polk County under Iowa Code section 252B.25. The statute only grants the court the power to hear the contempt regarding the court-ordered obligations entered in other counties.

6. **TANF** review.

    The payee lives in Pottawattamie County (Council Bluffs office). The court order is filed in Webster County (Fort Dodge office). The payee moves to Clay County (Spencer office). ICAR selects the case for a TANF review.

    Transfer the case file to the Fort Dodge office. The Western Region Unit (Carroll office) does the TANF review.

7. Review and adjust or administrative **modification.**

    The payee lives in Pottawattamie County (Council Bluffs office). The court order is filed in Webster County (Fort Dodge office). The payee moves to Clay County (Spencer office). One of the parties requests a modification.

    Transfer the case file to the Fort Dodge office to do the modification.

8. The payor lives in Iowa and has an Iowa order. The payee **moves out of state**.

    The payee lives in Crawford County (Carroll office), and the case file is housed in that office. The payor lives in Polk County (Des Moines office) and the court order is filed in Polk County. The payee moves to California.

    The case file stays in the Carroll office until a legal action starts or the case meets other file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

9. The payor lives out-of-state and has an Iowa order. The payee **moves out of state**.

    The payee lives in Crawford County (Carroll office) and the file is housed in the Carroll office. The payor lives in Florida. The court order is a Polk County (Des Moines office) order. The payee moves to California.

    The case file stays in the Carroll office until a legal action starts or the case meets other case file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

10. Both parties **live out of state** and there is an out-of-state order on the case.

    The payee lives in Carroll (Carroll office), and the case file is housed in the Carroll office. The payor lives in Florida, where the court order was filed. The payee moves to California.

    The case stays in the Carroll office.

    Note: If both parties live out-of-state and there is an out-of-state order but there are arrears due to Iowa or the payee still wants services from Iowa, the case file location depends on where the court order or legal action is filed. If no legal action starts or the case does not meet other file transfer criteria, the case file stays in the office where it was when the case file transfer process changed on February 1, 2008.

11. The payee lives in Iowa and has an Iowa order. The payor **moves out of state**.

    The payee lives in Crawford County (Carroll office) and the case file is housed in the Carroll office. The payor lives in Polk County (Des Moines office) and has a Polk County order. The payor moves to Michigan.

    The case file stays in the Carroll office until a legal action starts or the case meets other file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

12. The payor lives in Iowa. There is an Arizona order registered in Iowa. The payee **moves out of state**.

    The payee lives in Crawford County (Carroll office) and the case file is housed in the Carroll office. The payor lives in Polk County (Des Moines office). The court order was filed in Maricopa County, Arizona but is registered in Polk County. The payee moves to California.

    The case file stays in the Carroll office until a legal action starts or the case meets other file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

    Note: If the out-of-state order is not registered in Iowa when a legal action starts or the case meets other file transfer criteria, transfer the case file to the office serving the county where the payor lives.

13. Both parties live out of state and the out-of-state order is not registered in Iowa.

    The payee lives in Carroll County (Carroll office) and the case file is housed in the Carroll office. The payor lives in Florida and the court order is filed in Florida. The payee moves to California.

    The case remains in the Carroll office.

    Note: If both parties live out of state and there is an out-of-state order, but there are arrears due to Iowa or the payee still wants services from Iowa, the case file location depends on where the court order or legal action is filed. If no legal action starts or the case does not meet other file transfer criteria, the case file stays in the office where it was when the case file transfer process changed on February 1, 2008.

Interstate Cases

Central Registry refers new incoming transmittals as follows:

If the case is…	...the transmittal is referred to:
A court-ordered case with an Iowa order…	The local office serving the court-order county
A court-ordered case with a non-Iowa order…	The local office serving the county in which the payee or payor lives
A non court-ordered case…	The local office serving the county in which the payee or alleged father lives

For existing interstate cases (account types 14, 15, 16, 19), the case file stays in the existing local office until a legal action starts or the case meets other transfer criteria.

Iowa Department of Human Services
Title 9 Child Support and Administration
Chapter H Serving Qualified Customers

TRANSFERRING CASES
How Refer Process Calendar Flags Issue
May 30, 2008

How Refer Process Calendar Flags Issue

ICAR issues all the REFER process calendar flags to the local office where the payee lives when the CASE screen does not have a worker ID or it has a CSC worker ID and the case has:

♦ No order; or

♦ An out-of-state order not registered in Iowa (including cases that have multiple out-of-state orders and none are registered in Iowa); or

♦ A county value on the REFER3 screen that is not an Iowa county value, is blank, or greater than 99.

ICAR issues all the REFER process calendar flags to the local office where the court order was filed when the CASE screen does not have a worker ID or has a CSC worker ID and the case:

♦ Has an Iowa order. If there are multiple Iowa orders, ICAR selects the most recent Iowa order; or

♦ Has a county value on the REFER3 screen that is between 01 and 99; or

♦ Is an ICIS case.

When the CASE screen has a CSRU worker ID that is not a CSC worker ID, ICAR uses that worker ID to determine which person gets the REFER process calendar flags. ICAR issues the REFER process calendar flags to the worker ID on the CASELOAD screen.

Procedures for Transferring a Case Out

To transfer a case to another office:

♦ Check the NARRCASE, CASESTAT, and CALCASE screens to verify there is no pending legal action on the case.

♦ Check the NAMESRCH screen for any related cases to transfer.

♦ Verify the payee address and the county match.

♦ Change the worker ID to the appropriate worker ID in the new office.

♦ Narrate the details used to transfer the case.

♦ If transferring the case to a non-imaged office, print a paper copy noting the correct office address for the county to receive the file.

♦ Place the file in the outgoing mail for the department courier.

Procedures for Transferring a Case In

When you receive a case transferred from another office:

♦ Check the (NARRCASE), CASESTAT and the CALCASE screens to determine the current or appropriate process for the case.

♦ Check the verified address for the noncustodial parent. If the address appears to be obsolete due to lack of activity on the case, delete the address.

♦ Check for error flags and then refer the case to the appropriate worker for any needed corrections.

♦ Check the NAMESRCH screen to make sure all related cases were transferred to your office.

♦ Check for appropriate updates to ICAR screens.

♦ For an imaged office, the following forms must be imaged if appropriate:

   • Emancipation letters
   • Current income withholding order
   • Court orders
   • Pay records
   • NPA application
   • Release of information

Iowa Department of Human Services   **NARRATIVES**
Title 9 Child Support and Administration
Chapter H Serving Qualified Customers   May 30, 2008

NARRATIVES

Process: **REFER**   Number: **53**

Text: Payee is not cooperating with CSRU. IM reduced the payee's FIP grant by 25%

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **REFER**   Number: **54**

Text: Payee is now cooperating with CSRU. IM removed the 25% FIP grant reduction beginning with the current calendar month's benefits.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **REFER**   Number: **55**

Text: Payee is now cooperating with CSRU. IM removed the 25% FIP grant reduction beginning with the next calendar month's benefits.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **64**

Text: Payee referred to IM for good cause. CSRU to cease all action pending determination by IM. Reason for good cause:

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **65**

Text: Payee referred to IM for noncooperation. Reason for referral is:

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **66**

Text: NPA CP not cooperating. *Notice of Termination of NPA Services* (470-0201) sent to CP.

Screen:	Field:	Entry:	Flag:	Status:
		N	35	

Process: **CASE**   Number: **94**

Text: Further action on this case is not possible without custodial parent's cooperation. Case has been placed in an inactive status.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **111**

Text: Payee has been removed from noncooperation. Reason for removal is:

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **122**

Text: Cont'd services notice not sent. No valid address for CP on ICAR

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **247**

Text: _____requested an NPA application on _____.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **248**

Text: NPA application request date changed from _____ to _____.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **249**

Text: NPA application mailed to the requesting party on _____.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **250**

Text: NPA app sent date changed from _____ to _____.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **297**

Text: Payee designated as noncooperative by the referring state. The reason given for this designation was:

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE**   Number: **387**

Text: System printed from 470-3400 (*Notice of Possible Sanction: Noncooperation with Child Support Program*)

Screen:	Field:	Entry:	Flag:	Status:
		N		

CALENDAR FLAGS

Process: **CASE**   Number: **32**

Text: Check for response on noncooperation referral made to IM worker

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **REFER**   Number: **82**

Text: IM has determined that CP'S FIP grant is to be reduced due to noncooperation with CSRU. CP's grant has been reduced by 25%.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **CASE**   Number: **151**

Text: Review case to determine if the payee has cooperated with CSRU.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **CASE**   Number: **152**

Text: Review case to determine if the payee has cooperated with CSRU.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

STATE OF IOWA

April 15, 2003

GENERAL LETTER NO. 9-H-3

ISSUED BY: Bureau of Collections,
Division of Child Support, Case Management and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter H, *SERVING QUALIFIED CUSTOMERS*, Title page, new; Contents (pages 1 and 2), new; and pages 1 through 25, new.

Summary

The *SERVING QUALIFIED CUSTOMERS* chapter is new. This chapter explains:

♦ The assignment of support in public assistance cases.
♦ The process of accepting applications on nonpublic assistance cases.
♦ The cooperation requirements.
♦ The continuation of services when public assistance has ended.
♦ The transferring of case files from one Unit office to another.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

Refer questions about this general letter to your regional collections administrator.

STATE OF IOWA

June 17, 2003

GENERAL LETTER NO. 9-H-4

ISSUED BY: Bureau of Collections, Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter H, *SERVING QUALIFIED CUSTOMERS*, page 5, revised.

Summary

This chapter is revised due to rules change that pertains to the number of applications a caretaker may complete and the amount of fees a caretaker must pay per application, when applying for non-public assistance child support services.

Caretaker applicants may now choose to pursue child support from either one or both of the child(ren)'s parents. If the caretaker applicant wants to pursue both parents, a separate application must be completed for each parent. In addition, a $25.00 application fee must be submitted for each application.

Effective Date

Immediately

Material Superseded

Remove the following page from Employees' Manual, Title 9, Chapter H, and destroy it:

Page	Date
5	April 15, 2003

Additional Information

Refer questions about this general letter to your service area manager.

June 24, 2005

GENERAL LETTER NO. 9-H-5

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 9, Chapter H, **SERVING QUALIFIED CUSTOMERS**, pages 10 and 21, revised.

Summary

This chapter is revised to:

♦ Clarify that you do not need written authorization from a custodial parent to change an address to a private collection agency.

♦ Change the information relating to the transfer of cases to indicate that a file should not be transferred if there is no verified address for the custodial parent. The file remains in the office that covers the county where the custodial parent last resided.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter H, and destroy them:

Page	Date
10, 21	April 15, 2003

Additional Information

Refer questions about this general letter to your regional collections administrator.

March 31, 2006

GENERAL LETTER NO. 9-H-6

ISSUED BY: Bureau of Collections, Division of Child Support Recovery, Case Management and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter H, *SERVING QUALIFIED CUSTOMERS*, and pages 5 and 6, revised.

Summary

This chapter is revised to:

♦ Clarify that when accepting an application for NPA services, if the support payments are being made through another state's disbursement unit (SDU) you must send form 470-3469, *Child Support Enforcement Transmittal #1- Initial Request*, asking for redirection of those payments to the Iowa SDU.

♦ Change the form used to refund fees from the obsolete form 07-350, *Purchase Order/Payment Voucher*, to form GAX, *General Accounting Expenditure*.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter H, and destroy them:

Page	Date
5	June 17, 2003
6	April 15, 2003

Additional Information

Refer questions about this general letter to your regional collections administrator.

May 30, 2008

GENERAL LETTER NO. 9-H-7

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter H, *SERVING QUALIFIED CUSTOMERS*, Contents (page 2), revised; pages 20 through 25, revised; and pages 26 through 33, new.

Summary

This chapter is revised to change the language in the section, "TRANSFERRING CASES." This change reflects the new case transfer protocol. The Child Support Recovery Unit now houses IV-D case files in the local office that serves the county where the court order was filed.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter H, and destroy them:

Page	Date
Contents (page 2)	April 15, 2003
20	April 15, 2003
21	June 24, 2005
22-25	April 15, 2003

Additional Information

Refer questions about this general letter to your regional collections administrator.